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Santa Rosa County Sheriff's Office  
Sheriff Bob Johnson

## CITIZEN COMPLAINT REPORT

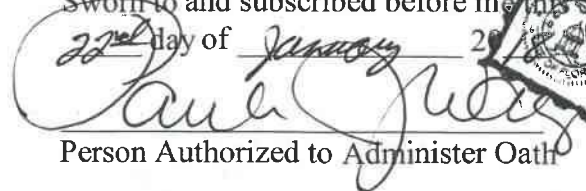
Nature of Complaint: False police report, failure to protect complainant, disrespectful behavior to complainant Date of Incident: 01/12/2018  
Location of Incident: 3766 Carkscreen Court, Willow Glen Subdivision  
Member(s) Involved: Officer Chris Wallace, Sgt J. Snow, Sgt. Kahalicy


Complainant: Amy L. Monkman Date of Birth: 05/12/1956  
Address: 5766 Carkscreen Court Telephone #: 850-32571

Summary: 2 Officers responded to my call regarding 2 Airbnb guests who were arguing, loudly and other disruptive behavior. The male, Shawn, also became belligerent towards me when I asked him to stop insulting and yelling at his wife. I was afraid of him and what might happen if they continued.  
in my home, so I asked my other Airbnb guest if he could help and he told me to call the police, which I did. Officer Wallace and

I hereby swear and affirm that the above and all attached statements and/or documentation are true and correct to the best of my knowledge. I have fully read and understand the attached Florida State Statute § 112.533 regarding the Receipt and Processing of Complaints. Specifically, I acknowledge that until this investigation is completed, I am not to discuss my complaint with anyone other than the Deputy assigned to investigate my complaint or my legal representative.

Complainant's Signature: 

Sworn to and subscribed before me this 22nd day of January, 2018  
  
Person Authorized to Administer Oath



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## ADMINISTRATIVE INVESTIGATIONS DIVISION CITIZEN COMPLAINT REPORT (Cont.)

One other officer arrived and informed me he could not temporarily remove the disruptive people since they had paid for a month residence and therefore I would have to ~~pay~~ go through an eviction process. Officer Wallace had spoken with both myself, my other Airbnb guest who was never a problem and is an Air Force pilot, and also with the two "suspects", Shawn and Leah. Shawn is a large, muscular man, is extensively tattooed, and had self disclosed to me that he was a gangmember and was released from jail in California only a year prior. His wife/girlfriend Leah also self-disclosed she also had had a felony conviction involving a deadly weapon. However, I believe everyone should be able to have a new start, so I didn't complain to Airbnb. However, their behavior was more frightening to me because of their history of violence. I tried to explain to Officer Wallace that Airbnb is not a standard Landlord/Tenant situation, but he would not listen to me. I explained I thought a domestic violence situation was about to happen when I called the police because Shawn was accusing his wife/girlfriend of contacting/seeing other men and calling her a "bitch" and using the "f" word. When I told them to stop arguing, I was really addressing Shawn because he was the primary offender. He then yelled at me, saying that I should not be sharing a bathroom with a pregnant woman when I was receiving chemotherapy. (I am a cancer patient, so its important to my recovery I have a low stress environment. I looked up online subsequent to this incident to a reputable, cancer center website and found out that there is no problem sharing a bathroom with others when on chemotherapy.) ~~But~~ Shawn kept yelling at me about this and was filming me with his cell phone as if there was something wrong about my behavior when I was sitting on my bed in my bedroom. I informed Officer Wallace of all this. Officer Wallace called Sgt. Snow to come to "explain" to me about landlord tenant law, and when he arrived, Officer Wallace left. Sgt. Snow was very impatient, paid no attention to what I had to say and

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112.533 Receipt and processing of complaints.--



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## ADMINISTRATIVE INVESTIGATIONS DIVISION CITIZEN COMPLAINT REPORT (Cont.)

was very friendly with the 2 "suspects" Spencer, the other Airbnb guest, called Airbnb for me and I informed the representative of what had occurred and asked him to speak with Sgt. Snow. I handed the phone to Sgt. Snow, who didn't listen but just yelled out the representative about Florida landlord/tenant law. When the Sgt. handed the phone back to me, he said that he would find out what he could do to get the Airbnb guests out of there and call me back. Sgt. Snow then sat down with the "suspects" at my kitchen table and began chatting and laughing with them. I was left standing there in the kitchen and when I received a call-back from Airbnb, went to my bedroom to talk. Sgt. Snow was paying no attention to me, but laughing and chatting with the "suspects" and they were laughing and chatting too. When I was done with my call, in which I was urged to leave for my safety, everyone had left. When I came out of my bedroom, I spoke briefly with Spencer and then went to a local café to wait for a call back. Spencer delayed leaving to return to his home in Kansas in order to stay with me for my protection. I had finally been able to reach my son, who is an Air Force pilot stationed at Whiting Air Force base. He came out to the house so that I would not be alone. He also spoke with Officer Snow who I called because Airbnb said the two guests were now trespassing since they had terminated their contract with Airbnb. Officer Wallace, with Sgt. Snow's approval, submitted a false official statement by calling the incident a "Family Disturbance". I am in no familial relationship with the two "suspects". The two guests, Shawn and Leah, were not "living" at my home, but were temporary guests who had contracted through Airbnb. Officer Wallace put their home address as my address, when this is not their permanent home. Leah had arrived with her father, who lives in Navarre, so perhaps ~~this~~ should have been their address. Officer Wallace did not include the fact that I felt threatened by my guests or that he had spoken with my other Airbnb guest. Sgt. Snow did not include what my son had said either. Therefore, he left out vital information about the incident. Officer Wallace also said the location is an "apartment complex." It is not. It is a separate private residence, located in the Willow Glen residential community. I did not live in another room of the home's

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but in the entire house. My son, daughter-in-law and I open our home to <sup>temporary</sup> guests via Airbnb, and guests must conform to house rules and the hosts (myself as I am the house resident) requirements. Shawn and Leah violated the house rules by their behavior and so Airbnb terminated their contract to stay there. The Airbnb representative informed me that once the contract is terminated, the guests must leave as they become trespassers at that point with no legal right to stay. Both Officer Wallace and Sgt. Snow ignored this information, and put me and my home at risk of harm by failing to respond adequately to the situation, and insisting that my son and I go through an eviction process and not warning the "suspects" about any continued disturbance. I am just grateful that my other Airbnb guest, Spencer, stayed to help protect me.

The police report submitted by Officer Wallace and Sgt. Snow thus submitted a false official statement, a punishable offense, by mischaracterizing the nature of the disturbance incident as a minor type of event not requiring police intervention, and mischaracterizing the nature of the location, a private residence in a private housing community.

Sgt. Snow undermined my ability to control the suspects once he left by chatting and joking with them, ~~further putting me~~ at risk if left alone with them as they could feel the police were their friends and not mine. Perhaps Leah's father is a police officer? I don't know - just speculating.

When I tried to write a correction to the police report, the regular supervisor was not there. Sgt. Snow was called in and refused to correct the police report. I also was directed to speak with Sgt. Kahaliev, who just argued with me about the nature of the suspects' occupation in my home. I tried to explain about Airbnb, but he refused to listen. Instead, he tried to intimidate me into not submitting a complaint by referring to a woman whom the police "shut down" for renting rooms in her home. He also stated I and my son were running an "illegal bed and breakfast". His threats were designed to prevent me from complaining, and so further threaten the order and peace of the community. Also, I do not believe that only when a specific threat of violence is made can the police intervene.

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When Officer Wallace responded to my call, he told me that because Shawn did not specifically make a threat of violence, that the incident was not criminal, but civil in nature, and therefore there was nothing he could do.

Sgt. Snow backed him up on this. However, this ignores Shawn's agitated state, his violent background, and irrational behavior, all of which I had informed the two officers of. Luckily, AirbnB and my son were able to get them out of my home by that afternoon.

After this experience, I do not feel confident that I can rely on the county sheriff's dept. to protect me if I am ever in another dangerous situation. Both officers failed to include <sup>in their report A.M.</sup> the fact that I felt threatened in

addition to concern for Leah's safety. <sup>Neither officer provided their card. A.H.</sup> I was threatened by Sgt. Kahalicy in the Police District police office in order to dissuade me from filing a complaint or a correction to the original report. It seems to me that filing a false official report, seeking to intimidate a complainant and failing to respond adequately to a volatile and potentially violent situation in addition to being rude <sup>A.H.</sup> and constantly interrupting a complainant are fairly serious offenses. Please inform me of the investigation results. This incident has greatly disturbed me and affected my health.

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PAULA J WAY  
Notary Public - State of Florida  
Commission # GG 158996  
My Comm. Expires Nov 12, 2021  
Recorded through Notidea, Notary Assn





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Mr. [Name] [Address] [City] [State] [Zip]

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(1) Every law enforcement agency and correctional agency shall establish and put into operation a system for the receipt, investigation, and determination of complaints received by such agency from any person.

(2) (a) A complaint filed against a law enforcement deputy or detention deputy with a law enforcement agency or correctional agency and all information obtained pursuant to the investigation by the agency of such complaint shall be confidential and exempt from the provisions of s. 119.07(1) until the investigation ceases to be active, or until the agency head or the agency head's designee provides written notice to the deputy who is the subject of the complaint, either personally or by mail, that the agency has either:

1. Concluded the investigation with a finding not to proceed with disciplinary action or to file charges; or

2. Concluded the investigation with a finding to proceed with disciplinary action or to file charges.

Notwithstanding the foregoing provisions, the deputy who is the subject of the complaint may review the complaint and all statements regardless of form made by the complainant and witnesses immediately prior to the beginning of the investigative interview. If a witness to a complaint is incarcerated in a correctional facility and may be under the supervision of, or have contact with, the deputy under investigation, only the names and written statements of the complainant and no incarcerated witnesses may be reviewed by the deputy under investigation immediately prior to the beginning of the investigative interview.

(a) This subsection does not apply to any public record which is exempt from public disclosure pursuant to F.S.S. 119.07(3). For the purposes of this subsection, an investigation shall be considered active as long as it is continuing with a reasonable, good faith anticipation that an administrative finding will be made in the foreseeable future. An investigation shall be presumed to be inactive if no finding is made within 45 days after the complaint is filed.

(a) Notwithstanding other provisions of this section, the complaint and information shall be available to law enforcement agencies, correctional agencies, and state attorneys in the conduct of a lawful criminal investigation.

(1) A law enforcement deputy or detention deputy has the right to review his or her official personnel file at any reasonable time under the supervision of the designated records custodian. A law enforcement deputy or detention deputy may attach to the file a concise statement in response to any items included in the file identified by the deputy as derogatory, and copies of such items must be made available to the deputy.

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(2) Any person who is a participant in an internal investigation, including the complainant, the subject of the investigation, the investigator conducting the investigation, and any witnesses in the investigation, who willfully discloses any information obtained pursuant to the agency's investigation, including, but not limited to, the identity of the deputy under investigation, the nature

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of the questions asked, information revealed, or documents furnished in connection with a confidential internal investigation of an agency, before such complaint, document, action, or proceeding becomes a public record as provided in this section commits a misdemeanor of the first degree, punishable as provided in F.S.S. 775.082 or F.S.S. 775.083. However, this subsection does not limit a law enforcement or detention deputy's ability to gain access to information under paragraph (2)(a). Additionally, a sheriff, police chief, or other head of a law enforcement agency, or his or her designee, is not precluded by this section from acknowledging the existence of a complaint and the fact that an investigation is underway.

History.— F.S.S. 3, ch. 74-274; F.S.S. 3, ch. 82-156; F.S.S. 1, ch. 82-405; F.S.S. 1, ch. 83-136; F.S.S. 1, ch. 87-59; F.S.S. 2, ch. 89-223; F.S.S. 1, ch. 90-32; F.S.S. 31, ch. 90-360; F.S.S. 3, ch. 93-19; F.S.S. 722, ch. 95-147; F.S.S. 39, ch. 96-406; F.S.S. 2, ch. 98-249; F.S.S. 2, ch. 2000-184.

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